



37770

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of	:	
	:	
John C. Mears et al.	:	Group Art Unit: 2742
	:	
Serial No.: 09/400,320	:	Examiner: B. Tieu
	:	
Filed: September 21, 1999	:	Notice of Allowance
	:	Mailed March 17, 2006
For: A CONTACT CENTER SYSTEM CAPABLE OF	:	
HANDLING MULTIPLE MEDIA TYPES OF	:	
CONTACTS AND METHOD FOR USING	:	
THE SAME	:	

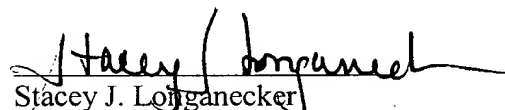
SUBMISSION OF FORMAL DRAWINGS

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Applicants submit herewith 69 sheets of formal drawings for the subject application, which includes Figs. 1-104. Entry and approval of the formal drawings are respectfully requested.

Respectfully submitted,

  
Stacey J. Longanecker  
Attorney of Record  
Reg. No. 33,952

Roylance, Abrams, Berdo & Goodman, L.L.P.  
1300 19<sup>th</sup> Street, N.W., Suite 600  
Washington, D.C. 20036-2680  
(202) 659-9076

Dated: June 19, 2006